

**CITY OF ASHEVILLE, NORTH CAROLINA
CLASS SPECIFICATION**

**QUALITY ASSURANCE COORDINATOR
WATER RESOURCES DEPARTMENT**

GENERAL STATEMENT OF DUTIES

Performs administrative and technical work to ensure programs and activities adhere to applicable safety standards and represent high quality work performance standards. Employee reports to the Water Resources Operations Manager or Director.

DISTINGUISHING FEATURES OF THE CLASS

An employee in this class performs administrative and technical work to ensure compliance with federal, state, and local laws, regulations, standards, ordinances, and City and departmental policies as they relate to the quality and safety of routine work in the operation and maintenance of water distribution and water treatment facilities. Work involves researching workplace safety standards and operation/maintenance practices and writing departmental procedures, meeting with officials and employees to interpret regulations and policies, inspecting work practices, buildings, properties and equipment for quality and safety compliance and communicating problems with appropriate supervisors, reviewing work order productivity, past due reports, results of customer satisfaction surveys and communicating issues with appropriate supervisors, and investigation of accidents. Work also includes maintaining departmental employee training files, serving as job training liaison with the Human Resources Department, and coordinating and/or conducting departmental training seminars and classes regarding operation, maintenance, and safety practices. Employee must exercise independent judgment and initiative in completing assignments. Employee must also exercise tact and courtesy in frequent contact with City officials and employees. Work is performed with considerable independence under the general supervision of the Operations Manager and is evaluated through conferences, reports, and observations in terms of assigned programs' adherence to quality, productivity, and safety compliance.

ILLUSTRATIVE EXAMPLES OF WORK

ESSENTIAL JOB FUNCTIONS

Conducts and participates in a variety of meetings with the City's Risk Management Director, managers and employees to insure their practices and procedures comply with federal, state and local safety codes.

Coordinates, and occasionally develops and conducts programs to train personnel in operation, maintenance, construction, and safety policies and procedures for various departmental operations.

Inspects operation, maintenance, and construction activities, structures, offices and equipment for compliance with code requirements regarding fire, health, and life safety; and

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compliance with quality standards; advises appropriate parties of discrepancies and steps required to resolve problems.

Receives and investigates accident reports and complaints pertaining to the safety and health of employees, maintains accident and injury reports; informs City officials and administrators of code violations, preparing and sending correspondence as necessary.

Conducts field inspections of working environments for productivity and compliance with operation, maintenance, and safety regulations, policy and procedure, including but not limited to meter reading, maintenance and repair of water mains, services, valves, hydrants, meters, pumps, reservoirs, and asphalt repairs.

Researches best management practices in water system operation, maintenance, and safety, and develops specific written policies and procedures governing routine work programs in compliance with NCDENR Capacity Management Rules and ISO 14000.

Monitors asset management and ISO 14001 certification requirements for department.

Advises personnel of operation, maintenance, or safety regulation changes or modifications affecting workplace operations and need for appropriate equipment or supplies.

Attends seminars, conferences, workshops, classes, lectures, etc. as appropriate, and reviews professional journals and other documents to enhance and maintain knowledge of trends and developments in water system operation, maintenance, and safety.

Assists the Water Maintenance Superintendent in the administration of duty officers and after hours on-call operations; audits and makes recommendations concerning duty officer logs and productivity.

Audits and makes recommendations regarding customer complaints; reviews and makes recommendations regarding customer surveys.

Coordinates or develops and conducts special training programs to assist employees in meeting water distribution system State certification requirements.

Maintains training files for employees and advises employees and appropriate supervisory personnel of requirements for training or refresher training.

ADDITIONAL JOB FUNCTIONS

Performs related work as required.

KNOWLEDGE, SKILLS AND ABILITIES

Considerable knowledge of modern workplace safety principles and practices, accident prevention and investigation, and methods of eliminating hazardous conditions.

Considerable knowledge of state and federal laws, standards, codes, regulations, and established policies pertaining to occupational safety and health programs, including applicable OSHA regulations.

Considerable knowledge of water system operation, maintenance, and repair and construction practices, including pipeline, hydrants, valves, meters, pumps, reservoirs, asphalt repairs, excavation and backfill, and water quality flushing.

Some knowledge of the principles of adult education and in-service training.

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Ability to make thorough operation, maintenance, and safety inspections and prepare clear and concise reports.

Ability to analyze data and produce reports related thereto.

Ability to make administrative decisions and fairly enforce laws, ordinances, regulations and departmental policy and procedures.

Ability to deal tactfully and firmly with City officials, architects, engineers, developers, contractors, the general public, etc.

Ability to prepare and present effective training programs.

Ability to express ideas effectively both orally and in writing; ability to write technical procedures clearly and concisely.

Ability to physically maneuver on scaffolds, structural members, and in cramped quarters to accomplish thorough inspections.

Ability to establish and maintain effective working relationships as necessitated by work assignments.

MINIMUM TRAINING AND EXPERIENCE

Bachelor's degree in quality or business management, occupational safety and health, or a related field, and 3 to 5 years experience in quality assurance, occupational safety inspections and/or training work; or any combination of training and experience required to perform the essential position functions. Some training and/or experience in water utility operations preferred.

COMPETENCIES

Technical Competency: Ability to use the tools and concepts of the specialty area in which the employee works. Includes using appropriate processes, procedures, resources and work or professional standards.

Interpersonal Competency: Ability to work with people, develop and maintain work relationships, communicate, manage conflict, and perform as an effective team member.

Intellectual Competency: Ability to think, learn and process information. Ability to solve problems and gather necessary information. Includes having math, reading, and computer skills appropriate to job level.

Customer Service: Ability to identify customers, determine the valid needs of a situation, and provide service or service recovery in a manner that reasonably satisfies the customer.

Organizational & Community Sensitivity: Ability to take the larger perspective into account, recognize organizational and community priorities and balance actions appropriately.

Exempt

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Salary Grade 18